



MEDICAID PRIMARY CARE PROGRAMS

Healthy Connections (HC)
Idaho Medicaid Health Home (IMHH)





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Presentation Topics

- Medicaid Overview
- Primary Care Program updates and recap
- State Healthcare Innovation Plan (SHIP)
- Moving Forward
- Key Reminders
- Questions



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Who gets Medicaid?

90% are children, disabled, or elderly

Category	SFY 2015	% of Eligible
Children	200,031	74%
Disabled Adults & the Elderly	42,159	16%
Pregnant Women	4,372	2%
Healthy Adults with Children	22,358	8%
Total Eligible	268,920	



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Key Phrases of 2014

- MMCP
- Referrals
- Mid-month enrollment changes
 - Intent vs. outcome
- Eligibility Verification

Key Phrases in 2015, 2016

- Patient Centered Medical Home
- State Healthcare Innovation Plan (SHIP)
- Patient Stratifications
- Provider Stratifications
- Care Coordination



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What is a Patient Centered Medical Home? Higher level of Integrated and Coordinated Care

- **Engaged Leadership**
 - Visible leadership to lead an overall culture change
 - Ensure transformation has the time and resources
- **Quality Improvement Strategies**
 - Utilize a formal model of quality improvement
 - Establish metrics to evaluate and improve outcomes
- **Empanelment**
 - Assign patients to provider panel
 - Use data and registries to proactively track patient health status



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What is a Patient Centered Medical Home?

- **Team Based Healing Relationships**
 - Ensure patients can see their care team when possible
 - Define and distribute tasks among care team to reflect the skills and credentials of team members
- **Organized, Evidenced Based Care**
 - Ensure high risk patients receive appropriate case management
 - Use planned care according to patient need
- **Patient Centered Interactions**
 - Respect patient and family values and needs
 - Encourage patients to expand their role in self management



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What is a Patient Centered Medical Home?

- **Enhanced Access**
 - Expand access by ensuring that patients have continuous access to their care team
 - Provide scheduling options that are patient friendly
- **Care Coordination**
 - Link patients with community resources to facilitate referrals
 - Integrate behavior health and specialty care
 - Track and support patients when they receive services outside the practice
 - Follow up with patients after an Emergency Room visit or hospital discharge



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State Healthcare Innovation Plan (SHIP)

- BACKGROUND:
 - In 2013 work began to study and develop a plan to transform Idaho's current healthcare system.
 - In 2014 Governor Otter established the Idaho Healthcare Coalition (IHC). Members include private and public payers, legislators, health system leaders, primary care providers, nurses, healthcare associations and community representatives.
- The Department of Health and Welfare has just received a four-year state innovation model grant for \$39,683,813 to facilitate the transformation of Idaho's healthcare delivery system from a fee-for-service, volume-based system to a value-based system of care focused on improving health outcomes and reducing costs.



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SHIP Program Goals

Goal 1: Transform primary care practices across the state into patient-centered medical homes (PCMHs).

Goal 2: Improve care coordination through the use of EHRs and health data connections across the medical neighborhood.



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SHIP Goals (cont)

Goal 3: Establish regional collaboratives to support the integration of PCMH clinics with the medical neighborhood.

Goal 4: Improve rural patient access to patient-centered medical homes by developing virtual patient-centered medical homes.



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SHIP Goals (cont)

Goal 5: Build a statewide data analytics system.

Goal 6: Align payment mechanisms across payers to transform payment methodology from volume to value.

Goal 7: Reduce healthcare costs.

<http://healthandwelfare.idaho.gov/Medical/StateHealthcareInnovationPlan>



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Moving Forward 2015

- PCP Provider Performance Portfolios
 - Immunization
 - Wellness Visits
 - ER utilization
 - Disengaged patients

*Compares individual clinics to a statewide average



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Moving Forward (cont)

- More meaningful provider visits
 - Call ahead? What can we prepare in advance to share with your staff?
 - What can we help you with? Process, best practice, trainings, reports.
 - Visiting more specialists in the Region
 - Increase care coordination across the medical neighborhood.

***We need your feedback!**



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Moving Forward (cont)

- Default enrollment process
 - Patients will have up to 90 days to select a PCP
 - Clinics accepting assignment, enrollment is based on:
 - Claims
 - Prior PCP
 - Family relations
 - Clinics are encouraged to enroll patients by calling, faxing or emailing enrollment forms



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Moving Forward 2016

- Restructure Healthy Connections and Health Homes into one plan with a tiered PMPM
 - Patient stratification based on patient acuity
 - Provider stratification based on PCMH functionality
- Referrals
 - Still required as outlined in the Handbook
 - Closing the loop on referrals between PCP and specialist
 - Policy being developed to reduce administratively burdensome requirements



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Key Reminders

- Verify Medicaid Eligibility/Enrollment
- Regularly check for policy updates
 - www.idmedicaid.com
- Obtain referrals PRIOR to rendering services
- Communication/Coordination with PCP
- Update provider record within 30 days of changes
 - Demographics
 - Add/term rendering providers



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FAQ's

- Does a referral for assume care change a member's enrollment?
- What is the process to dismiss a Healthy Connections patient from our clinic?
- Is a referral required if Medicaid is a secondary payer?
- How does a patient update additional insurance information?
- Is a new referral required every year?



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Region	Contact Information			
1	1120 Ironwood, Suite 102 Coeur d' Alene, ID83814		208-666-6766 800-299-6766	
2	1118 F St. PO Drawer B Lewiston, ID 83501		208-799-5088 800-799-5088	
3	3402 Franklin Rd Caldwell, ID 83605	208-455-7244 800-494-4133	515 N 16 th Payette, ID 83661	208-642-7006 800-494-4133
4	1720 Westgate, Suite B Boise, ID 83704		208-334-4676 800-354-2574	
5	601 Poleline Rd Twin Falls, ID 83301		208-736-4793 800-897-4929	
6	1090 Hiline Pocatello, ID 83201		208-235-2927 800-284-7857	
7	150 Shoup Ave Idaho Falls, ID 83402		208-528-5786 800-919-9945	
Healthy Connections	Phone 888-528-5861 Fax 888-532-0014		Email: hccr7@dhw.idaho.gov Website: www.healthyconnections.idaho.gov	
Health Homes	Phone: 208-665-8846 Fax: 888-532-0014		Email: medicaidhealthhome@dhw.idaho.gov Website: www.idahohealthhome.dhw.idaho.gov	